



# ARDENT QUALITY POLICY

Ardent is a leading company in the delivery of preparedness, emergency response, wreck removal and decommissioning services to the shipping and offshore industries. Through applied ingenuity, Ardent protects the interest of its customers and the environment in challenging circumstances.

## MEETING EXPECTATIONS

Ardent is driven to consistently meet the expectations of its customers and to comply with all applicable rules and regulations in the performance of its services. Ardent uses a mixture of proven methods and ingenious solutions to deliver high performance every time.

## RECOGNISED MANAGEMENT PRINCIPLES

Ardent makes best use of internationally recognized management principles. These principles are systematically implemented and continually improved with the help of a process-based integrated management system.

## LEADERSHIP

Ardent acknowledges that quality management is an important responsibility, where leaders create and maintain an environment in which employees can become fully engaged in achieving the organization's objectives. Leaders will ensure that employees are competent to perform their assigned tasks. They will encourage and motivate employees to excel at their work in order to deliver second to none services.

## SYSTEMATIC APPROACH

Ardent aims to perform its services as efficiently as possible. All processes and their interactions are identified and treated as a system. Activities are planned and their progress is monitored. Action is taken and changes are managed to make sure that set objectives are being met. Ardent strives to improve its performance by taking preventive and corrective actions for identified non-conformities.

## SUPPLY CHAIN

The success of Ardent also depends on the performance of its suppliers and subcontractors. Mutually beneficial relationships are essential for creating value and delivering promises. All suppliers and subcontractors are selected on their ability to comply with the requirements of the Ardent management system.

## COMMITTMENT

The senior management of Ardent shows its commitment to this policy by:

- Communicating the quality policy to all employees and stakeholders;
- Setting business objectives that support this quality policy;
- Making sure that there are no conflicting objectives;
- Defining clear responsibilities and accountabilities for all activities;
- Providing the resources needed for the creation, use and improvement of the management system, including training of people;
- Reviewing the adequacy and effectiveness of the management system;
- Taking action to continually improve the management system;
- Making sure that the quality policy remains appropriate for the purpose of the organization.

## OBJECTIVES

Ardent's main quality objectives are:

- Identification and compliance with customer requirements;
- Full compliance with all applicable rules and regulations;
- Clear communication and transparent performance;
- Efficient use of company and customer resources;
- Continually improving the performance of services to increase customer satisfaction;
- Establish mutually beneficial relations with customers, suppliers and subcontractors.